

# Congress of the United States

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House of Representatives  
Washington, D.C. 20515

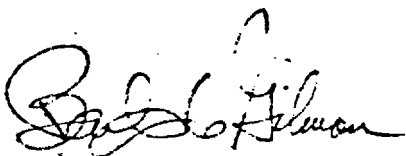
July 3, 1980

The manner in which Government personnel deal with the public and respond to their inquiries and interests leaves lasting impressions, either positive or negative. Because this is a matter of great concern to the President, the Congress, and to all our citizens, we believe that Federal personnel must be encouraged to make special efforts to provide exemplary and courteous service to the public.

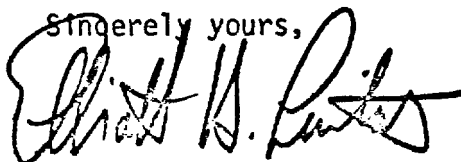
Our desire to bring about improvement in Government employees' responsiveness prompted the provision in the Civil Service Reform Act of 1978 that permits performance standards to include the extent of courtesy employees demonstrate to the public. To reinforce this provision and to underscore the importance that the President and the Congress attach to this issue, we propose to establish a program of awards to recognize individuals and groups that provide exemplary and courteous service to the public. The Office of Personnel Management, which provides leadership to the effort to improve courtesy to the public throughout Government, is cooperating in this recognition program and will provide criteria and nominating procedures.

We ask that you bring to their attention instances of courtesy and service to the public that substantially exceed normal standards and reflect favorably upon your organization and the Government generally. Annually, the best contribution will receive recognition at the Office of Personnel Management's honor awards ceremony.

We can contribute substantially to improving the image of the Federal worker, as well as Government services to the public, if we encourage courtesy by recognizing and publicizing the contributions of those who provide exemplary services. We look forward to learning of contributions from members of your organization.



Benjamin A. Gilman  
Member of Congress

Sincerely yours,  


Elliott H. Levitas  
Member of Congress